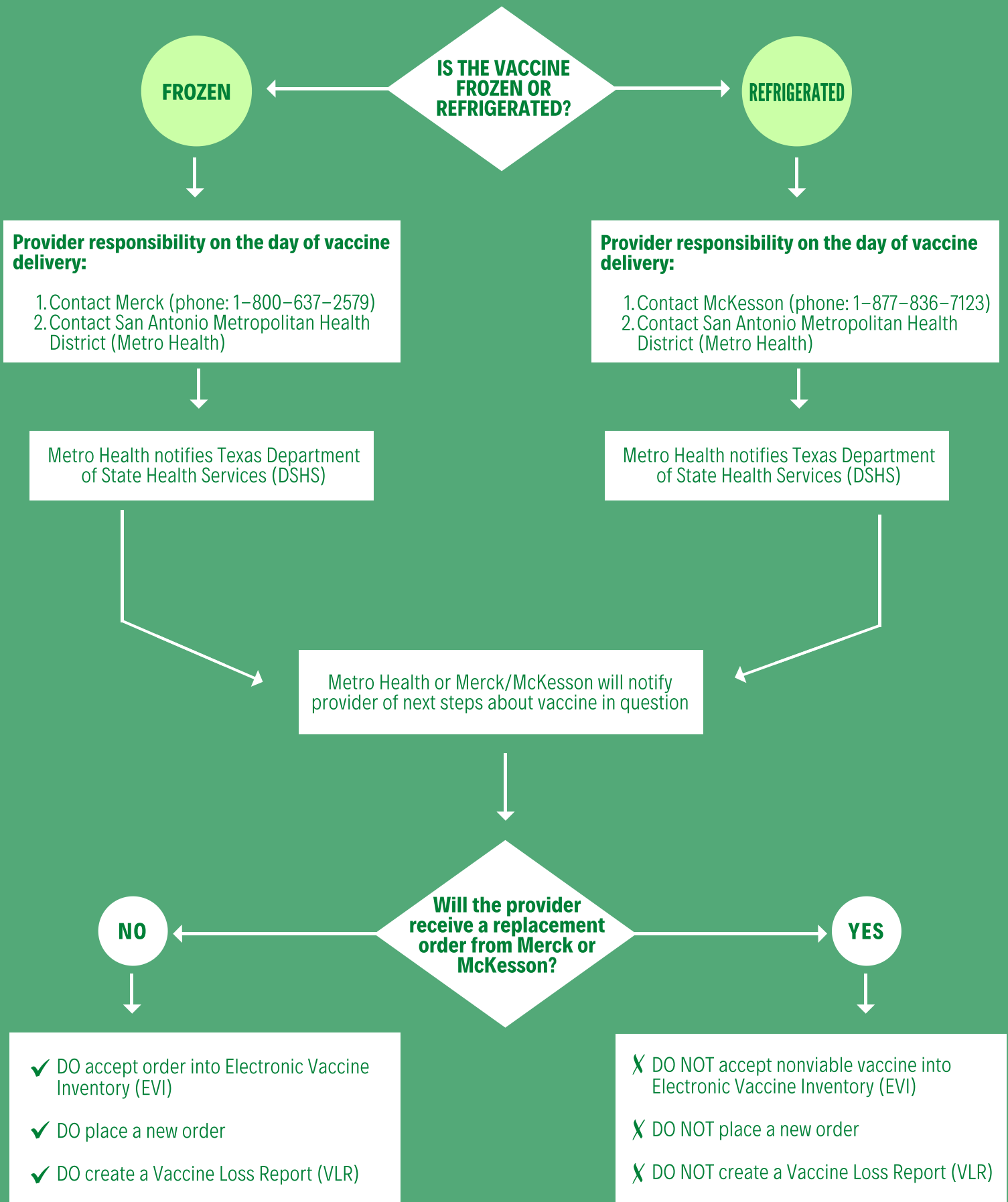


VACCINE WARM OR QUESTIONABLE?



VACCINE RECEIVED WARM OR QUESTIONABLE?

Staff at enrolled clinic sites must be educated to always accept vaccine shipments. Shipments must not be refused or returned without instructions from the Texas Department of State Health Services (DSHS) Immunization Unit. If there are suspicions that vaccine packages were improperly handled during transit, the vaccine still must be accepted from the carrier.

The following are examples of when shipments of vaccines must be investigated.

- Vaccine shipment with the temperature indicator strip showing that an out-of-range temperature occurred.
- A cooler that does not contain ice packs.
- A cooler that contains ice packs that are warm.
- Vaccine that is warm to the touch.
- Vaccine that is received damaged.

San Antonio Metropolitan Health District (Metro Health) must be notified on the same day the vaccine arrived if the clinic staff are concerned about vaccine viability in a vaccine shipment. Clinic staff must be instructed to place the back-up data logger probe in the shipment to obtain the current temperature. The probe should be placed near the vaccine with the lid of the shipping container closed until the temperature stabilizes. Inform staff that vaccine temperatures may be requested when contacting the distributor.

Metro Health must collect details of the occurrence and determine if a shipping issue has occurred. If Metro Health determines that a shipping issue is the cause, Metro Health must direct clinic staff to contact McKesson or Merck on the **day of delivery** for further instructions.

When Clinic Staff are to Contact McKesson and/or Merck Directly

Clinic staff may only contact the distributor(s) (McKesson/Merck) when there is a questionable temperature in a shipment. Clinic staff must contact the distributor on the same day that the shipment arrives **on the same day** as the shipment's arrival, if the vaccine is non-viable or questionable (e.g., spoiled in transit) and the clinic staff contacts the distributor as the shipment's arrival, there will not be an issue with replacement. Direct contact with the distributor prevents delays and allows for replacement orders. McKesson will notify DSHS as a courtesy and will contact CDC to request a replacement.

When Clinic Staff are to Contact the Metro Health

For all other issues (besides temperature problems in a received shipment), clinic staff should contact Metro Health. Clinic staff must be educated not to write "DO NOT USE" on the individual vaccine boxes. A box or quarantine bag(s), supplied by the TVFC/ASN Program, should be used to keep the vaccines together in the appropriate vaccine storage unit. Document "DO NOT USE" on the outside of the box or quarantine bag. If the vaccine is deemed viable, the clinic site must accept the vaccine shipment in Electronic Vaccine Inventory (EVI) and remove them from quarantine.

If the vaccine is deemed ruined because it was mishandled during shipment, the clinic staff must not receive the vaccine shipment in EVI until a replacement shipment is received.

If the vaccine was received in EVI, the clinic staff must correct this in their Monthly Biological Report. The staff need to update their Monthly Biological Report while zeroing out only the ruined vaccine on their Monthly Biological Report, which will remove it from their inventory. Once a replacement order is received, the clinic staff will need to update the lot number and other information related to the new shipment in EVI, or they may have to add-line the replacement vaccine in EVI.

Clinic staff must contact Metro Health when vaccine is received damaged (e.g., broken vials, leaking syringes, missing protective caps, etc.). Metro Health must contact the DSHS Immunization Unit for information on how to proceed with damaged vaccines. Refer to the process flow map, to identify steps to handle calls regarding vaccine shipments received **NOTE** or questionable.

Vaccine returns due to shipping issues are required to be returned to McKesson within 48 hours. Merck requires that the request for replacement be received within 15 days of the original shipment.

VACCINE RECEIVED IN ERROR?

If vaccine is received that was not ordered, the staff at the enrolled clinic must contact Metro Health immediately. Metro Health will contact the DSHS Immunization Unit who will research the issue and provide the required next steps. It may be necessary for Metro Health to pick up and redistribute vaccine that was sent in error to a clinic site. If the clinic staff ordered vaccine in error, the site may keep the vaccine and use it. The reasons for the redistribution of vaccine are limited and do not include unintended orders. However, if the clinic is unable to store the vaccine due to restricted refrigerator/freezer capacity, Metro Health must pick up the vaccine and store it or redistribute it.